

Position Title : Administrative and Data Entry Clerk
Duty Station : Harare, Zimbabwe
Classification : General Service Staff G3
Type of Appointment : Special Short Term, 3 months with possibility of extension
Estimated Start Date : As soon as possible
Reference Number : SVN2022/04
Closing Date : March 23, 2022

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental, and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants

Context:

Under the overall guidance of the Chief of Mission and the direct supervision of the Migration Health Physician the successful candidate will be responsible for the carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) Harare, Zimbabwe

Core Functions / Responsibilities:

1. Schedules appointments for applicants in the UK Global or other Software as applicable including MiMOSA registration.
2. Schedule applicants for relevant medical examination procedures including chest x-rays.
3. Assist Data Processing assistant to enter applicants' bio data in the UK GS or other software as applicable, using the pre-filled applicant information sent through email or given verbally.
4. Create a daily schedule list to include all clients attending clinic including new and follow up clients and circulate to relevant focal points including security.
5. Respond to all phone and email enquiries from both clients and external agencies.
6. Attend to enquiries from walk-in applicants.
7. Respond to any complaints from applicants in collaboration with Migration Health Physician.
8. Monitor the website and immediately report any issues to support or regional UKTB focal person.

9. Assist the Data processing assistant in registering children under 11 years in the GS.
10. Ensure there is no overbooking of applicants.
11. Maintain good customer care.
12. Recall applicants for any additional investigations or follow up.
13. Maintain and update a reliable and complete filing system.
14. Support various internal office administrative support procedures such as document tracking, filing, archiving and monthly reporting.
15. Assist the Chief Nurse, in coordination with the Resource Management Unit, to ensure timely compilation of expenses and invoicing both within MHAC and from external providers.
16. Coordinate the acquisition, renovation, refurbishment and regular maintenance of the MHAC facility with the MHAC Supervisor. Maintain an inventory and support timely, cost-effective and appropriate procurement and storage of stationeries, IT equipment and consumables, hygiene products, medical supplies and equipment, as needed for the MHAC.
17. Maintain records of relevant professional body certificates.
18. Perform any other duties as may be assigned by the supervisor.

Qualifications and Experience:

- Bachelor's degree in Administration Management/ Medical Administration or a related field from an accredited academic institution with at least one year of relevant working experience.

Or

- School Diploma in Administration management/Medical Administration with at least three years of relevant working experience.

Experience

- Experience in administrative support or similar roles.
- Working with refugees/migrants in a medical setting is an advantage.
- Previous working experience with NGOs or international organizations is an advantage.

Languages

Proficiency in written and spoken English.

Required Competencies

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Professionalism: demonstrates ability to work in a composed, competent, and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies – behavioural indicators

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge: continuously seeks to learn, share knowledge, and innovate.
- Accountability: takes ownership of achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way.

Other

- Appointment will be subject to certification that the candidate is medically fit for appointment.
- No late applications will be accepted.

How to apply:

Interested candidates are invited to submit their applications to vacancieshre@iom.int by 23 March 2022 at the latest, referring to this advertisement.

Female candidates who are qualified and experienced are especially encouraged to apply.

Only shortlisted candidates will be contacted.

Posting period:

From 17 March 2022 to 23 March 2022

CANCELLED